

VA Career Development 301

For VA Employees

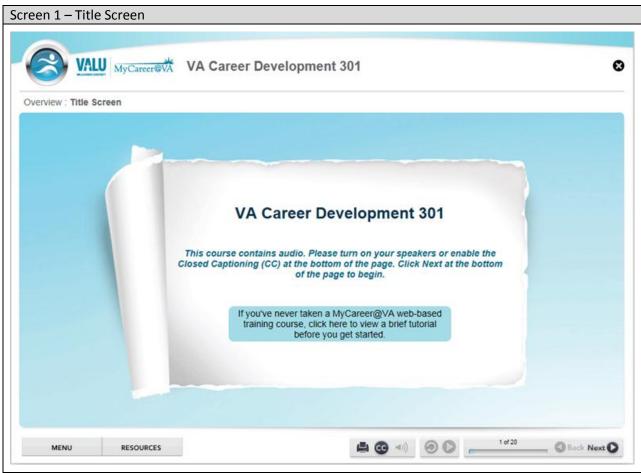
Course Transcript



VA Career Development 301

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Screen Description	Narration
This is a title screen that displays the following	No Narration
text:	
"VA Career Development 301	
This course contains audio. Please turn on your speakers or enable the Closed Captioning (CC) at the bottom of the page. Click Next at the bottom of the page to begin.	
If you've never taken a MyCareer@VA web-based training course, click here to view a brief tutorial before you get started."	





Screen Description	Narration
The screen displays a collage of diverse VA employees performing their jobs with the VA logo	Welcome to VA Career Development 301!
in the center.	This is the third and final course in a three-part series designed to help you grow professionally and develop a long and meaningful career at the Department of Veterans Affairs or VA. Select the "Next" button to get started.



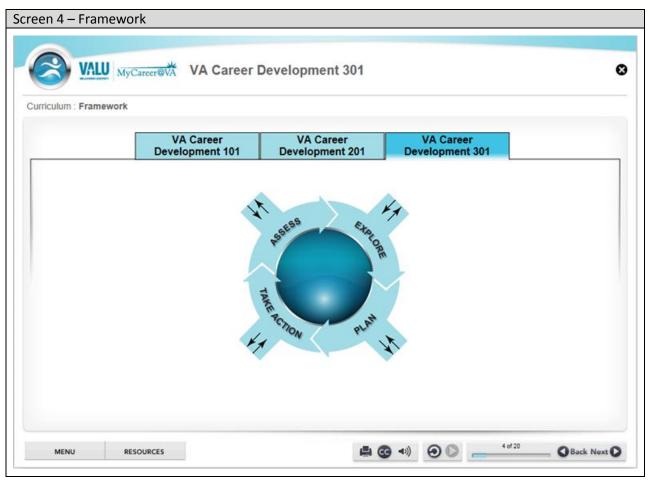


Screen Description	Narration
The interactive screen displays important aspects of the course functionality including:	Before we get started, please take a moment to review some important information about course functionality. Select the links to learn more. When you are finished, select the "Next" button to continue.
Selecting each aspect will display the corresponding text: • Audio: "You can toggle this course's narration by selecting the 'Audio' button in	



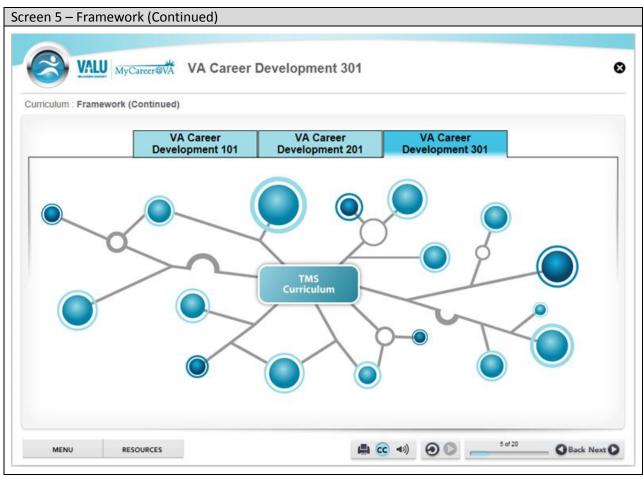
Screen Description	Narration
the Navigation Bar. Please turn your	
speakers on and adjust the volume on	
your computer as necessary, or listen	
through headphones for the comfort of	
others. You can also select the Closed	
Captioning button on the Navigation bar to	
read any accompanying narration. You	
may reposition the Closed Captioning	
window at any time by clicking and	
dragging the blue header."	
 Time: "The length of this course will vary 	
depending on the number of courses you	
choose to take. You don't have to take	
them all at once. If you leave the	
curriculum, you can return later and	
resume where you left off."	
 Knowledge Checks: "This course contains 	
opportunities to apply what you have	
learned. You need to complete all	
Knowledge Checks to receive credit."	
 Resources: "This course contains 	
additional resources that you can	
download and print during or after the	
course. You can select the 'Resources'	
button in the Navigation Bar to access	
resources relevant to this course at any	
time."	
 Credit/Certificate: "You will receive credit 	
and a certificate of completion after	
finishing this course."	
Survey: "We value your feedback. Once	
you have finished the course, you will be	
asked to complete a survey. Please	
complete this survey to promote high	
quality training."	
Tutorial: "The help tutorial features a brief	
walkthrough of the functionality of this	
course as well as some important	
accessibility information. Please select the	
'Resources' button in the Navigation Bar to	
access this information."	





Screen Description Narration The screen displays three tabs: "VA Career In VA Career Development 101, the first course in Development 101," "VA Career Development 201," this series, you learned about the four phases of and "VA Career Development 301" with VA Career career development. Development 301 highlighted. The screen also By moving through each phase, you developed a displays the four phases of Career Development: framework for thinking about your career and achieving your professional goals. Assess **Explore** Select "Next" to continue. Plan Take Action





Screen Description The screen displays

The screen displays three tabs: "VA Career Development 101," "VA Career Development 201," and "VA Career Development 301" with VA Career Development 301 highlighted. The screen also displays a graphic depicting the TMS Curriculum as a web containing many connected parts.

Narration

This course, VA Career Development 301, builds upon the foundation established in VA Career Development 101.

Similar to 201, VA Career Development 301 is designed as a portal.

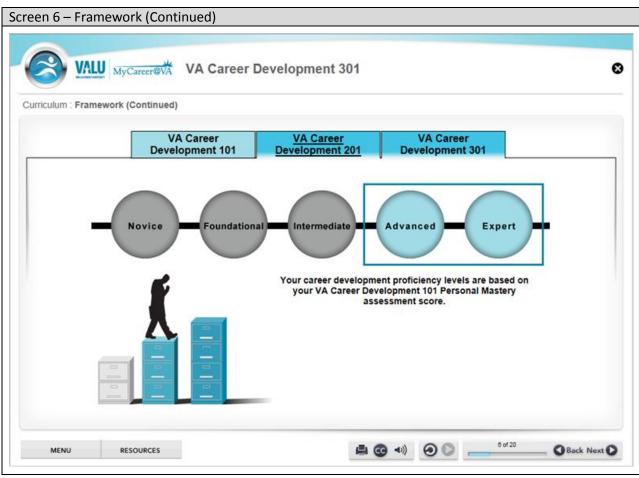
Through it, you are connected to a comprehensive suite of career development courses that exist on VA's Talent Management System (TMS).

This course organizes that curriculum into an easy-to-access online library, making it easier for you to find the resources you need now.



Screen Description	Narration
	Select "Next" to continue.



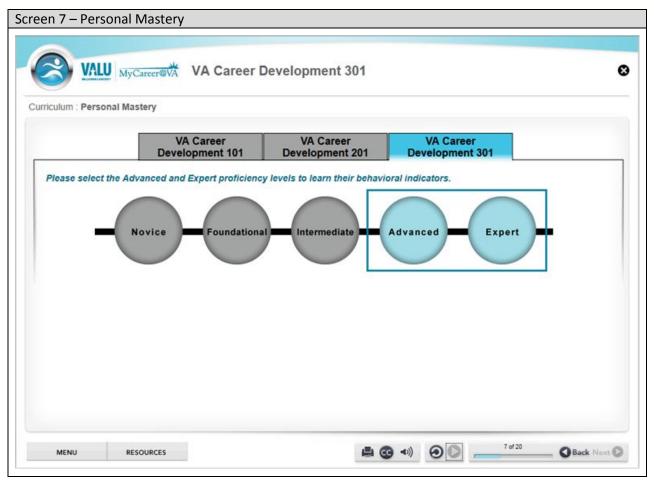


Screen Description Narration The screen displays three tabs: "VA Career This curriculum was compiled for you based on the Development 101," "VA Career Development 201," Personal Mastery assessment score tallied at the and "VA Career Development 301" with VA Career end of VA Career Development 101. Development 301 highlighted. The screen also It indicates that you demonstrate high career displays the five proficiency levels of the VA development proficiency. Learning University's All Employee Personal Mastery Competency: You'll learn exactly what that means next. Novice But, if you haven't taken the 101 or 201 courses, **Foundational** you can take them now by selecting the "VA Intermediate Career Development 101" or "VA Career Advanced Development 201" tabs. **Expert** When you are ready, select the "Next" button to The last two levels – "Advanced" and "Expert" are



Screen Description	Narration
highlighted.	continue with this course.





Developer Instructions

The interactive screen displays three tabs: "VA Career Development 101," "VA Career Development 201," and "VA Career Development 301" with VA Career Development 301 highlighted. The screen also displays the five proficiency levels of the VA Learning University's All Employee Personal Mastery Competency:

- Novice
- Foundational
- Intermediate
- Advanced
- Expert

The last two levels – "Advanced" and "Expert" are

Narration

Your career development is important at VA.

We are committed to helping you deepen your skills, knowledge, and expertise to provide even better service to Veterans and their families.

The VA Learning University (VALU) created an allemployee career development competency called Personal Mastery.

There are five levels in this competency, each with its own set of unique behavioral indicators.

Once you are able to demonstrate the behaviors, you are considered proficient at that level.



Developer Instructions	Narration
highlighted and selectable.	Your Personal Mastery assessment responses
	suggest that you are proficient at either the
	Advanced or Expert level.
	The first three levels were already covered in VA
	Career Development 201. Refer back to it to learn
	more about them.
	Calcat and musticionary level to leave many
	Select each proficiency level to learn more.
	As you review the different behaviors associated
	with each level, think about where you fit along
	the spectrum.
Selecting each proficiency level will display the	No Narration
corresponding text:	
Advanced: "Advanced Behavioral Indicators:	
 Obtains additional training in an effort 	
to build subject matter expertise.	
 Encourages others to participate in 	
learning opportunities and programs.	
Continues to build own skills by acting	
as coach/mentor."	
 Expert: "Expert Behavioral Indicators: Seeks out innovative ways for self 	
 Seeks out innovative ways for self and others to acquire new 	
knowledge and skills that	
contribute to the VA mission.	
 Champions coaching and mentoring 	
activities; encourages and helps others	
to become effective coaches and/or	
mentors."	





Screen Description

The interactive screen displays several TMS courses that you must complete in order to receive credit for VA Career Development 301.

Instructions: "Select a TMS course to read its overview and open it in a new window. To receive credit, you must complete at least 7 courses in this curriculum. Your progress through the curriculum will be saved, so you may complete all the courses now or return to finish later. When you are finished, select the 'Next' button to continue."

The following courses must be completed in their entirety in order to earn credit for VA Career Development 301:

Narration

Whatever your proficiency level may be, these VA courses can help you strengthen your career development and progress within the Personal Mastery competency.

You demonstrate one of the highest proficiency levels in the Personal Mastery competency, which means you are already influential in the workplace and significantly impact the development decisions of others.

Although there are 10 courses in your curriculum, you will receive full credit for this course if you complete seven.

You will also receive TMS credit for every course



Screen Description	Narration
 Business Coaching: Building the Coaching Relationship 	you complete.
 Business Coaching: Conducting Coaching Sessions Business Coaching: Getting Ready to Coach Coaching: Challenge Series Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships Leadership Essentials: Creating Your Own Leadership Development Plan 	For courses on the bottom row, only some of their sections will need to be completed now. The remaining sections were already covered in VA Career Development 201. Start by selecting a course title and reading its overview.
 Transitioning from Technical Professional to Management 	
Only a portion of the following courses must be completed in order to earn credit for VA Career Development 301:	
 Essential Mentoring Techniques: Mentoring Fundamentals Managing Your Career: Professional Networking Essentials Pursuing Successful Lifelong Learning 	





Screen Description	Narration
The interactive screen displays the course description and estimated duration for the Business Coaching: Building the Coaching Relationship TMS course:	Review the course description and then select "Begin Course" to open the course in a new window.
"Do you have the desire to impart knowledge to employees, develop the abilities of others, and help individuals in the workplace, but you just don't know where to start? This course is a great resource for budding coaches. You'll learn how to establish rapport and build positive coaching relationships with others.	
Time to Complete: 1 hour"	
The screen displays three buttons: "Begin Course,"	



Screen Description	Narration
"View Action Steps," and "Return to Curriculum." Selecting the "Begin Course" button will open the TMS course in a new window.	
After completing the TMS course, selecting the "View Action Steps" button will display the following text:	No Narration
"Now that you have completed this course, take the following action steps to further develop yourself:	
 Research the Veterans Heath Administration's coaching training. It's up to you to start a coaching relationship. Set up an informal coaching relationship with an employee in your organization. Review MyCareer@VA's Tips for Setting Development Goals with Employees. Review MyCareer@VA's Tips for Talking to Employees about Career Development." 	
Selecting the "Return to Curriculum" button will return you to the curriculum page.	





Screen Description	Narration
The interactive screen displays the course	Review the course description and then select
description and estimated duration for the	"Begin Course" to open the course in a new
Business Coaching: Conducting Coaching Sessions TMS course:	window.
"The coaching process has become easier than	
ever thanks to a structured model that will help you plan and deliver each step of the coaching	
process. This course will ease the pressure as you	
guide and make thoughtful recommendations for your coachee.	
Time to Complete: 1 hour"	
The screen displays three buttons: "Begin Course,"	



Screen Description	Narration
"View Action Steps," and "Return to Curriculum."	
Selecting the "Begin Course" button will open the	
TMS course in a new window.	
After completing the TMS course, selecting the	No Narration
"View Action Steps" button will display the	
following text:	
"Now that you have completed this course, take	
the following action steps to further develop	
yourself:	
Now that you understand the GROW	
model for coaching, apply this approach to	
your next informal coaching session. Don't	
forget to keep each question open-ended	
and ask follow-up questions along the	
way.After your coaching session, evaluate how	
well it went. Create a list of pros and cons,	
and ask your coachee to do the same.	
Think of ways that you can improve the	
process, and then implement them at the	
next session."	
Selecting the "Return to Curriculum" button will	
return you to the curriculum page.	





Screen Description	Narration
The interactive screen displays the course	Review the course description and then select
description and estimated duration for the	"Begin Course" to open the course in a new
Business Coaching: Getting Ready to Coach TMS	window.
course:	
"Learn the ABC's of coaching from step one. This course is great for those with minimal coaching experience. Learn coaching skills. Also learn how to recognize which coaching role is most appropriate for each coachee as well as how to effectively explain the need for coaching to others.	
Time to Complete: 1 hour"	
The screen displays three buttons: "Begin Course,"	



Screen Description	Narration
"View Action Steps," and "Return to Curriculum."	
Selecting the "Begin Course" button will open the	
TMS course in a new window.	
After completing the TMS course, selecting the	No Narration
"View Action Steps" button will display the	
following text:	
"Now that you have completed this course, take	
the following action steps to further develop	
yourself:	
Now that you understand what coaching	
is, challenge yourself: explain it to	
someone at work. Not only will this	
activity help you retain the knowledge you	
gained, but it will spread the word to others who may very well need it.	
Take the time to write down the	
knowledge, skills, and abilities that you	
believe are required in a good coach.	
Circle the qualities that apply to you and	
place a box around the qualities that you	
would like to develop. Keep this list handy	
so you can track your progress."	
Selecting the "Return to Curriculum" button will	
return you to the curriculum page.	





Screen Description Narration The interactive screen displays the course Review the course description and then select description and estimated duration for the TMS "Begin Course" to open the course in a new Coaching: Challenge Series: window. "Every great coach wants a winning team. Challenge yourself to become a better coach in this simulated experience. You will take on the role of a problem solver, gathering inputs and using them to create a solution and gain feedback along the way. Time to Complete: 15 minutes" The screen displays three buttons: "Begin Course," "View Action Steps," and "Return to Curriculum."



Screen Description	Narration
Selecting the "Begin Course" button will open the TMS course in a new window.	
After completing the TMS course, selecting the "View Action Steps" button will display the following text:	No Narration
"Now that you have completed this course, take the following action steps to further develop yourself:	
 Consider potential pitfalls within the coaching process. Challenge yourself to brainstorm useful solutions to that problem. Remember to write down your ideas and make an effort to implement them in your workplace. Think of ways that you can encourage a coaching culture in your organization. Being positive and supporting others will motivate them to be involved in this process." 	
Selecting the "Return to Curriculum" button will return you to the curriculum page.	



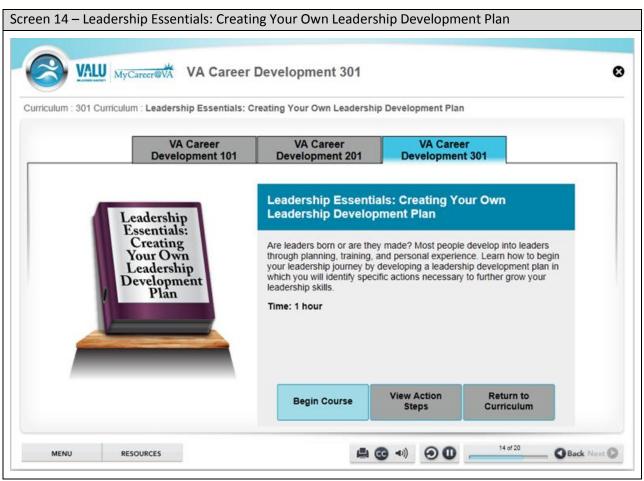


Screen Description Narration The interactive screen displays the course Review the course description and then select description and estimated duration for the "Begin Course" to open the course in a new window. Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships TMS course: "You have the potential to change someone's life for the better. Helping others succeed can be a very gratifying experience, but only if you nurture this relationship. Learn how to initiate and maintain a strong relationship with your mentees and others. Time to Complete: 1 hour" The screen displays three buttons: "Begin Course,"



Screen Description	Narration
"View Action Steps," and "Return to Curriculum."	
Selecting the "Begin Course" button will open the	
TMS course in a new window.	
After completing the TMS course, selecting the "View Action Steps" button will display the following text:	No Narration
"Now that you have completed this course, take the following action steps to further develop yourself:	
 Check out the Veterans Health Administration's mentoring program. First-hand experiences can teach you the most. The best way to learn how to be a better mentor is to be a mentee. Find a mentor, like your boss, or another trusted colleague. Review MyCareer@VA's Tips for Effective Mentoring Conversations." 	
Selecting the "Return to Curriculum" button will return you to the curriculum page	



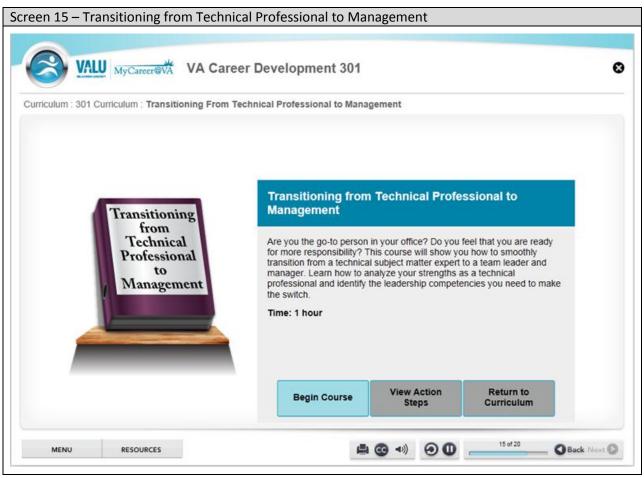


Screen Description Narration The interactive screen displays the course Review the course description and then select description and estimated duration for the "Begin Course" to open the course in a new window. Leadership Essentials: Creating Your Own Leadership Development Plan TMS course: "Are leaders born or are they made? Most people develop into leaders through planning, training, and personal experience. Learn how to begin your leadership journey by developing a leadership development plan in which you will identify specific actions necessary to further grow your leadership skills. Time to Complete: 1 hour" The screen displays three buttons: "Begin Course,"



Screen Description	Narration
"View Action Steps," and "Return to Curriculum."	
Selecting the "Begin Course" button will open the TMS course in a new window.	
After completing the TMS course, selecting the "View Action Steps" button will display the following text:	No Narration
"Now that you have completed this course, take the following action steps to further develop yourself:	
 Figure out what type of leader you aspire to be. Make a list of leadership traits you need to develop. One way to do this is to identify leaders you admire and then strive to develop their traits. Review VA's leadership development model, which describes each level of leadership (e.g., Team Leader and First Line Leader). Learn how to develop VA's leadership competencies with training courses and developmental experiences for each proficiency level. Read about VA's leadership development program opportunities." 	
Selecting the "Return to Curriculum" button will return you to the curriculum page.	





Screen Description	Narration
The interactive screen displays the course	Review the course description and then select
description and estimated duration for the	"Begin Course" to open the course in a new
Transitioning from Technical Professional to	window.
Management TMS course:	
"Are you the go-to person in your office? Do you feel that you are ready for more responsibility? This course will show you how to smoothly transition from a technical subject matter expert to a team leader and manager. Learn how to analyze your strengths as a technical professional and identify the leadership competencies you need to make the switch. Time to Complete: 1 hour"	



Screen Description	Narration
The screen displays three buttons: "Begin Course," "View Action Steps," and "Return to Curriculum."	
Selecting the "Begin Course" button will open the TMS course in a new window.	
After completing the TMS course, selecting the "View Action Steps" button will display the following text:	No Narration
"Now that you have completed this course, take the following action steps to further develop yourself:	
 Identify three strengths that you have as a technical professional. Talk to a manager or use the My Career Mapping Tool to learn how your strengths align with your job competencies. Do you also have management competencies? If not, look for opportunities to create them. Work with your supervisor to identify ways to make a smooth transition from a technical professional to manager on your job. Ask questions to learn about their transition into a management role. Review VA's leadership development model, which describes each level of leadership (e.g., Team Leader and First Line Leader). Learn how to develop VA's leadership competencies with training courses and developmental experiences for each proficiency level. Read about VA's leadership development program opportunities." 	
return you to the curriculum page.	





Screen Description	Narration
The interactive screen displays the course description and estimated duration for the Essential Mentoring Techniques: Mentoring Fundamentals TMS course:	Review the course description and then select "Begin Course" to open the course in a new window.
"You already possess the wisdom that only experience can provide. Become a mentor, or use what you learn in this course to improve your mentoring skills. You'd be surprised how much mentors can also benefit from a mentoring relationship.	
Time to Complete: 1 hour	
You only need to complete the following sections	

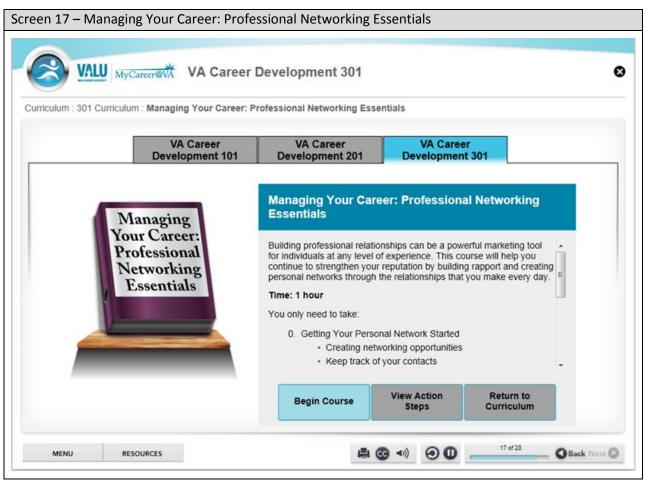


of the course: 1. Objectives and Benefits of Mentoring Objectives of mentoring Benefits to mentors Benefits to organizations Summary	
 Objectives of mentoring Benefits to mentors Benefits to organizations 	
 Objectives of mentoring Benefits to mentors Benefits to organizations 	
 Benefits to mentors Benefits to organizations 	
Benefits to organizations	
O Summary	
,	
2. Mentoring, Coaching, and Managing	
Mentoring and coaching Coaching and magnetics in action	
Coaching and mentoring in action	
Mentoring and management	
Understanding mentoring	
SummaryMentoring Models and Approaches	
 Successful mentoring programs Types of mentoring 	
Mentoring relationships	
Formal and informal programs	
Summary"	
O Summary	
The screen displays three buttons: "Begin Course,"	
"View Action Steps," and "Return to Curriculum."	
Selecting the "Begin Course" button will open the	
TMS course in a new window.	
After completing the TMS course, selecting the No Narration	
"View Action Steps" button will display the	
following text:	
"Now that you have completed this course, take	
the following action steps to further develop	
yourself:	
Identify an individual that you may want to	
mentor. This should be someone who	
holds a similar job or shares your career	
goals. Set up a time to meet with that	
person to gauge his/her interest in being mentored.	
Once you have identified a mentee, create a list of questions and topics that you	
would like to discuss that will help you	
determine his/her interests and	



Screen Description	Narration
developmental needs."	
Selecting the "Return to Curriculum" button will return you to the curriculum page.	





Screen Description	Narration
The interactive screen displays the course description and estimated duration for the Managing Your Career: Professional Networking Essentials TMS course: "Building professional relationships can be a powerful marketing tool for individuals at any level	Review the course description and then select "Begin Course" to open the course in a new window.
of experience. This course will help you continue to strengthen your reputation by building rapport and creating personal networks through the relationships that you make every day.	
Time to Complete: 1 hour	
You only need to complete the following sections	



Screen Description		tion	Narration
of the course:			
	6.11.	. We as Beauty and Made and Glasted	
0.	_	g Your Personal Network Started	
	0	Creating networking opportunities	
	0	Keep track of your contacts	
1	O	Summary	
Building Rapport with New Business Contacts			
		Building rapport	
	0	Strategies for conversing	
	0	Applying the strategies for	
	O	conversing	
	0	Summary	
2.		ining Your Professional Network	
۷.	0	Strategies to maintain your	
	O	network	
	0	Organizing your contacts	
	0	Keeping in touch	
	0	Giving more than you receive	
	0	Summary"	
		,	
The sci	reen disp	plays three buttons: "Begin Course,"	
"View	Action S	teps," and "Return to Curriculum."	
C. L		David Co	
	_	Begin Course" button will open the	
		a new window.	Nie Nie ood?
		ng the TMS course, selecting the	No Narration
	ing text:	teps" button will display the	
TOTIOWI	ing text.		
"Now t	that you	have completed this course, take	
		ction steps to further develop	
yourse	lf:		
	144	January 1, 1997	
Write down two ways you can continue			
professional relationships after a networking event. Then schedule time to			
do them.			
•		MyCareer@VA's Tips for Building	
		sful Professional Relationships.	
•		ete the TMS course on Professional	



Screen Description	Narration
Relationship Building."	
Selecting the "Return to Curriculum" button will	
return you to the curriculum page.	





Screen Description Narration The interactive screen displays the course description and Review the course description and then estimated duration for the Pursuing Successful Lifelong select "Begin Course" to open the course Learning TMS course: in a new window. "No matter how far you get in your career, continue to pursue life-long learning. It is a worthwhile investment in your professional and personal advancement. Learn how to continually identify your learning needs and develop a learning strategy that works best for you. Time to Complete: 1 hour You only need to take: 0. Identifying Learning Needs and Objectives Lesson overview



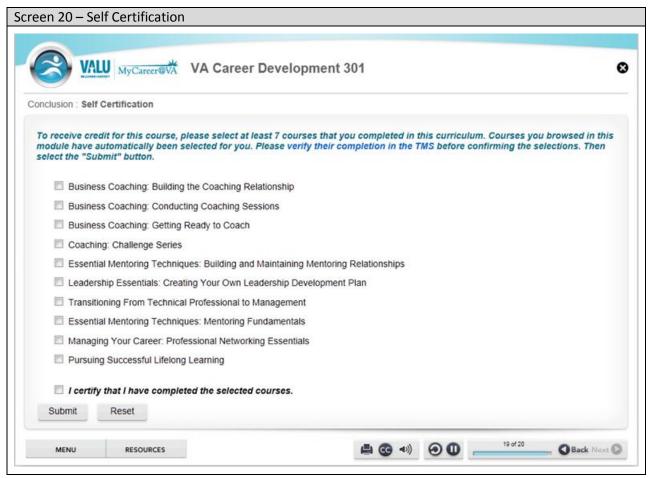
Screen Description		Narration
0	Identifying your learning needs	
0	Establishing your learning objectives	
1. Learning Strategies for Means of Evaluation		
0	Lesson overview	
0	Formulating a learning strategy	
0	Developing the criteria for evaluation	
2. Mentor	ring: A Potential Learning Resource	
0	Lesson overview	
0	Qualities of an effective mentor"	
Action Steps," a	olays three buttons: "Begin Course," "View and "Return to Curriculum." Begin Course" button will open the TMS window.	
After completing the TMS course, selecting the "View Action		No Narration
Steps" button will display the following text:		
Talk wirexcels i you care Create can ache respect Particip learn al	bate in a job rotation to develop a new skill or bout a new VA office or environment. but MyCareer@VA's resources on VA job	
Selecting the "Return to Curriculum" button will return you to the curriculum page.		





Screen Description	Narration
The interactive screen displays the TMS	Now that you have completed at least seven
Curriculum. Check-marks are displayed next to the	courses, you may select another course, or select
courses you have completed.	"Next" to continue.



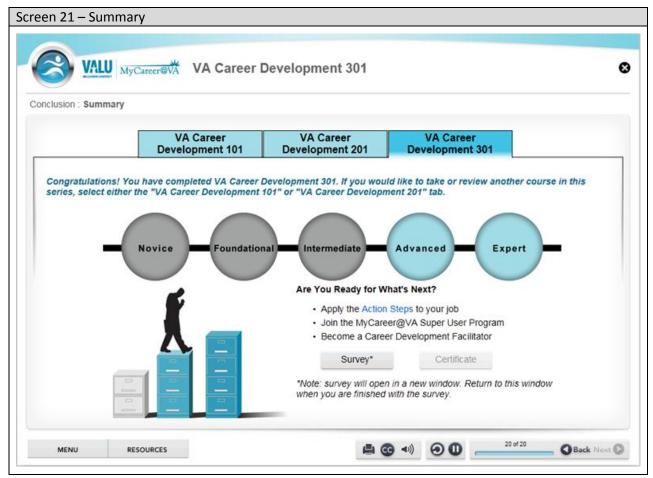


Screen Description Narration The screen displays a self-certification checklist To receive your certificate and credit for VA Career listing all of the courses in the VA Career Development 301check the box next to the Development 301 TMS curriculum: statement affirming that you received actual TMS credit for each course you selected. Business Coaching: Building the Coaching Relationship It's a good idea to check your TMS profile first **Business Coaching: Conducting Coaching** before you self-certify here. Finally, select the "Submit" button to confirm your Business Coaching: Getting Ready to Coach selections and enable access to the final page of Coaching: Challenge Series the course. Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships Leadership Essentials: Creating Your Own Leadership Development Plan **Essential Mentoring Techniques:** Mentoring Fundamentals



Screen Description	Narration
 Managing Your Career: Professional Networking Essentials Pursuing Successful Lifelong Learning Transitioning from Technical Professional to Management 	
Instructions: "To receive credit for this course, please select at least seven courses that you completed in this curriculum. Courses you browsed in this module have been automatically selected for you. Please verify their completion in the TMS before confirming the selections. Then select the 'Submit' button."	
You must check "I certify that I have completed the selected courses" before selecting the "Submit" button.	





Screen Description

The screen displays three tabs: "VA Career Development 101," "VA Career Development 201," and "VA Career Development 301" with VA Career Development 301 highlighted.

Instructions: "Congratulations! You have completed VA Career Development 301. If you would like to take or review another course in this series, select either the 'VA Career Development 101' or 'VA Career Development 201' tab."

The screen displays the five proficiency levels of the VA Learning University's All Employee Personal Mastery Competency:

Novice

Narration

Congratulations! You have completed the MyCareer@VA career development series.

Select the "Action Steps" link and either save or print the document as a next-step reference.

Now that you are an expert in VA's Personal Mastery competency, consider joining MyCareer@VA's Super User Program or becoming a Career Development Facilitator.

Both opportunities allow you to help other VA employees advance their careers and achieve their goals.



Screen Description	Narration
FoundationalIntermediate	Select the button to complete the survey.
AdvancedExpert	Once you have finished the survey, you will be able to print your completion certificate.
The last two levels – "Advanced" and "Expert" are highlighted.	
The screen displays next steps and a survey link:	
"Are you ready for what's next?	
 Apply the Action Steps to your job Join the MyCareer@VA Super User Program Become a Career Development Facilitator" 	
*Note: The survey will open in a new window. Return to this window when you are finished with the survey in order to print your completion certificate.	